BITEBUDDY: FOOD ORDERING SYTEM

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Under Guidance

of

Internal Guide

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Submitted to

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CHARUSAT

Changa

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CHAROTAR UNIVERSITY OF SCIENCE AND TECHNOLOGY

Changa

Acknowledgement

Knowledge in itself is a continuous process. At this moment of our substantial enhancement, We rarely find words to express our gratitude towards those who were constantly involved with us.

The completion of any inter disciplinary project depends upon coordination, cooperation and combined efforts of several resources of knowledge, creativity, skill, energy and time. The work being accomplished now, we feel our sincerest urge to recall and knowledge through these lines, trying our best to give full credit wherever it deserves.

We would like to thank our project guide **Ms. <u>Dhatri Raval</u>,** I/C Principal **Dr. Dharmendra Patel** and I/C Dean **Dr. Sanskruti Patel** who advised and gave us moral support through the duration of our project. Without their constant encouragement we could not have been able to achieve what we have. It's our good fortune that we had support and well wishes of many. We are thankful to all and those names which have been forgotten to acknowledge here but contributions have not gone unnoticed.

With Sincere Regards,

Deeti Bhatt (23MCA008)

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Tirtha Patel (23MCA145)

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PROJECT PROFILE

❖ <u>Project Profile</u>

Project Name: BiteBuddy: Food Ordering System

Type of Application: Web Application

Project Description: BiteBuddy is a web-based food ordering system designed to streamline placing and managing orders for customers and restaurants. The application features three user roles: Admin, Restaurant Owner, and Customer. The Admin oversees restaurant management, user accounts, and system monitoring. Restaurant Owner can register, manage their restaurant profiles, update menus, and track orders. Customers can register, browse restaurant menus, place orders, manage carts, and provide feedback. The system ensures a smooth interaction for all users with secure authentication and a responsive interface.

Team Size: three members

Front End: HTML, CSS, Bootstrap, JavaScript

Back End: ASP.NET, C#

Database: Microsoft SQL Server

Tools used: Visual Studio, Microsoft SQL Server Management Studio (SSMS), Bootstrap

INTRODUCTION TO TOOLS

❖ <u>Introduction to Tools</u>

➢ **Front End Tool:**

HTML (HyperText Markup Language):

HTML was utilized to structure the content and layout of the web pages. It served as the backbone of the application's interface, allowing us to organize elements such as forms, buttons, and menus effectively.

CSS (Cascading Style Sheets):

CSS was employed to style the HTML elements, enabling us to create an appealing visual design. It helped in defining the color schemes, fonts, and overall aesthetics, ensuring a consistent look and feel across all pages.

JavaScript:

JavaScript added interactivity to the web pages. It was used for client-side scripting to handle user events, validate forms, and update content dynamically without reloading the page, enhancing the user experience.

Bootstrap:

Bootstrap, a popular front-end framework, was used to expedite the development process. It provided a responsive grid system and pre-designed components like navigation bars, modals, and carousels. This ensured the application was mobile-friendly and consistent across different devices and screen sizes.

These tools collectively allowed us to build an intuitive and responsive user interface that enhances user engagement and accessibility for customers, restaurant owner, and the admin.

➢ **Back End Tool:**

For the back-end development, we utilized ASP.NET with C# and Microsoft SQL Server as the database management system.

ASP.NET:

ASP.NET is an open-source, server-side web application framework designed for web development to produce dynamic web pages. It allowed us to build robust and scalable server-side logic, handle user authentication, manage sessions, and process form data efficiently.

C# (C Sharp):

C# was the programming language used within the ASP.NET framework. It provided object-oriented features and a rich set of libraries, enabling us to implement complex business logic, data processing, and ensure code maintainability.

Microsoft SQL Server:

Microsoft SQL Server was chosen as the relational database management system to store and manage the application's data. It offered high performance, reliability, and security features. The database handled all data operations, including storing user information, restaurant details, menu items, orders, and feedback.

Using ASP.NET and C# for the back end allowed seamless integration with the front end and the database, ensuring smooth data flow and communication between the client and server. Microsoft SQL Server ensured that all data transactions were secure, consistent, and efficiently managed.

SYSTEM STUDY

1. <u>Existing System:</u>

Before the advent of online food ordering systems, the process of ordering food was entirely manual, often resulting in inefficiencies, miscommunication, and limited service reach. This section analyzes the limitations of the traditional food ordering system, outlining the challenges faced by restaurants and customers in the pre-technology era.

1. **Order Placement:** Orders were placed via phone or in person, often leading to miscommunication and delays.
2. **Menu Access:** Menus were only available physically or described over the phone, limiting options for customers.
3. **Delivery & Tracking:** No real-time order tracking; customers faced frequent delays without updates.
4. **Payments:** Cash payments led to issues with handling and errors.
5. **Feedback:** Feedback was informal, with no structured system for collecting or acting on reviews.

Limitations:

- **Inefficiency:** Manual processes caused delays and errors.
- **Limited Reach:** Restaurants only served local customers.
- **No Data:** Lack of customer insights or analytics for improvement.

The introduction of technology transformed food ordering by streamlining operations, improving customer experience, and enabling data-driven decision-making.

2. <u>Proposed System:</u>

The proposed system aims to streamline the food ordering process by introducing a comprehensive, technology-driven platform. This system will serve three key user groups: Admins, Customers, and Restaurant Owners, each with distinct roles and functionalities. By incorporating user-friendly interfaces and advanced management tools, the platform enhances operational efficiency, improves user experience, and fosters greater transparency across the food ordering lifecycle.

1. Admin:

- **Restaurant & User Management:** View, and update, restaurant details.
- **System Monitoring:** Generate reports on sales, user activity, system performance...
- **Content Management:** Manage static web content like homepage and contact info.

2. Customer:

- **Account Management:** Register, log in, update profile, and recover passwords.
- **Order & Cart:** Browse menus, add items to the cart, place orders, view history, and track orders.
- **Feedback:** Provide restaurant feedback.

3. Restaurant Owner:

- **Account Management:** Register/login and manage restaurant profile.
- **Menu Management:** Add, update, categorize, and price menu items.
- **Order & Feedback:** View incoming orders, update status, and view customer feedback.

3. Scope of the Proposed System:

The proposed system, **BiteBuddy**, aims to revolutionize the food ordering experience by offering distinct functionalities for different user types, enhancing operational efficiency, and improving customer satisfaction. The scope of the system is divided into three key sections based on the roles of Admin, Customer, and Restaurant Owner, ensuring that each user type has specific features tailored to their needs.

1. Admin Features:

- Manage restaurant details and quality checks.
- Oversee user accounts and manage user information.
- Generate sales and activity reports; view customer feedback.
- Control static content (e.g., homepage).

2. Customer Features:

- Secure account registration and login; password recovery.

- Update personal details and manage orders.
- Add/remove items from the cart; submit restaurant feedback.

3. **Restaurant Owner Features:**

- Register and log in securely.
- Edit restaurant information and manage menus.
- View and update incoming orders; access customer feedback.

Objectives:

- Streamline management for restaurants and customers.
- Improve data reporting and enhance customer satisfaction.

4. <u>Aim and Objective of the Proposed System:</u>

<u>Aim:</u> To create an efficient online food ordering platform that streamlines restaurant management, enhances customer experience, and facilitates seamless interaction between users and restaurant admins.

<u>OBJECTIVES:</u>

- ➢ **Admin Oversight:** Manage restaurant and user accounts.
- ➢ **Customer Access:** Enable secure registration and order tracking.
- ➢ **Profile Control:** Allow customers to manage profiles and provide feedback.
- ➢ **Restaurant Management:** Simplify registration and menu handling.
- ➢ **Feedback System:** Monitor customer feedback for improvements.

5. <u>Feasibility Study:</u>

1. <u>Operational Feasibility:</u>

- The **BiteBuddy: Food Ordering System** is operationally feasible, designed for seamless integration into daily operations while enhancing efficiency for admins, customers, and restaurant owners.
- With user-friendly dashboards for admins, straightforward navigation for customers to browse menus and place orders, and minimal training required for restaurant owners to manage menus and feedback, the system promotes ease of use.
- Automation reduces manual tasks, minimizing errors and saving time, while scalability ensures robust performance even as user numbers grow.
- Comprehensive support and regular updates maintain system security, and the adaptability allows restaurants to update their offerings effortlessly.
- Overall, BiteBuddy streamlines operations and improves customer satisfaction, establishing itself as an efficient solution for the food ordering industry.

2. <u>Technical Feasibility:</u>

- The technical feasibility of the **BiteBuddy: Food Ordering System** evaluates the technological resources required for effective implementation and operation.
- Built on a robust stack of HTML, CSS, Bootstrap, and ASP.NET, the system ensures a responsive, user-friendly interface accessible across devices.
- It utilizes a relational database management system (RDBMS) for efficient data storage and retrieval, facilitating features like user accounts, restaurant management, and order processing.
- APIs enhance functionalities such as payment processing, and security measures, including data encryption and secure authentication, ensure data integrity and user protection.
- The scalable infrastructure accommodates growth in users and features without compromising performance, making BiteBuddy a secure and feasible solution for the food ordering industry.

3. Economic Feasibility:

- The **BiteBuddy: Food Ordering System** highlights its potential to reduce operational costs by automating processes like order management and restaurant operations.
- By minimizing manual tasks and reducing errors in the order process, restaurants can cut down on labor expenses and enhance efficiency.
- The system's development and operational costs remain low due to web-based infrastructure, while its ability to attract more customers through an improved experience increases revenue opportunities.
- BiteBuddy provides a cost-effective solution that balances investment with growth potential, benefiting restaurants and customers alike.

SYSTEM ANALYSIS

Requirements Specification (along with System Modules):

Software Requirements:

- ➢ Operating System: Windows
- ➢ Front-End: HTML, CSS, Bootstrap, JavaScript
- ➢ Back-End: ASP.NET, C#
- ➢ Web-Server: IIS Express

Hardware Requirements:

- ➢ 8.00 GB Ram
- ➢ Hard Disk 1 TB
- ➢ Microsoft Compatible
- ➢ 101 or more Key Board

Modules:

1. Admin
2. Restaurant Owner
3. Customer

1. Admin:

Restaurant Management:

- View, update, and deactivate restaurant details.
- Perform quality checks and updates as necessary.

User Management:

- Manage all user accounts (customers and restaurant admins).
- Update and delete user details.

System Monitoring:

- Generate reports on sales, user activity, and system performance.
- View feedback from customers.

2. Customer:

Registration and Login:

- Create an account.
- Secure login with email and password.
- Password recovery functionality.

Profile Management:

- View and update personal details.

Order Management:

- Place orders from restaurant menus.
- View order history and track order status.
- Provide feedback for restaurants.

Cart Management:

- Add items to cart.
- Update or remove items from the cart.

3. Restaurant Owner:

Registration and Login:

- Create an account and register their restaurant directly.
- Secure login with email and password.
- Password recovery functionality.

Restaurant Profile Management:

- View and edit restaurant details (name, address, contact details, opening hours).

Menu Management:

- Add, update, or remove menu items.
- Categorize menu items within each restaurant.
- Upload images and descriptions for dishes.
- Set and update prices.

Order Management:

- View incoming orders.
- Update order status (accepted, preparing, out for delivery, completed).

Feedback Management:

- View feedback provided by customers about their restaurant.

UML DIAGRAM

Usecase Diagram:

Usecase Diagram of Admin:
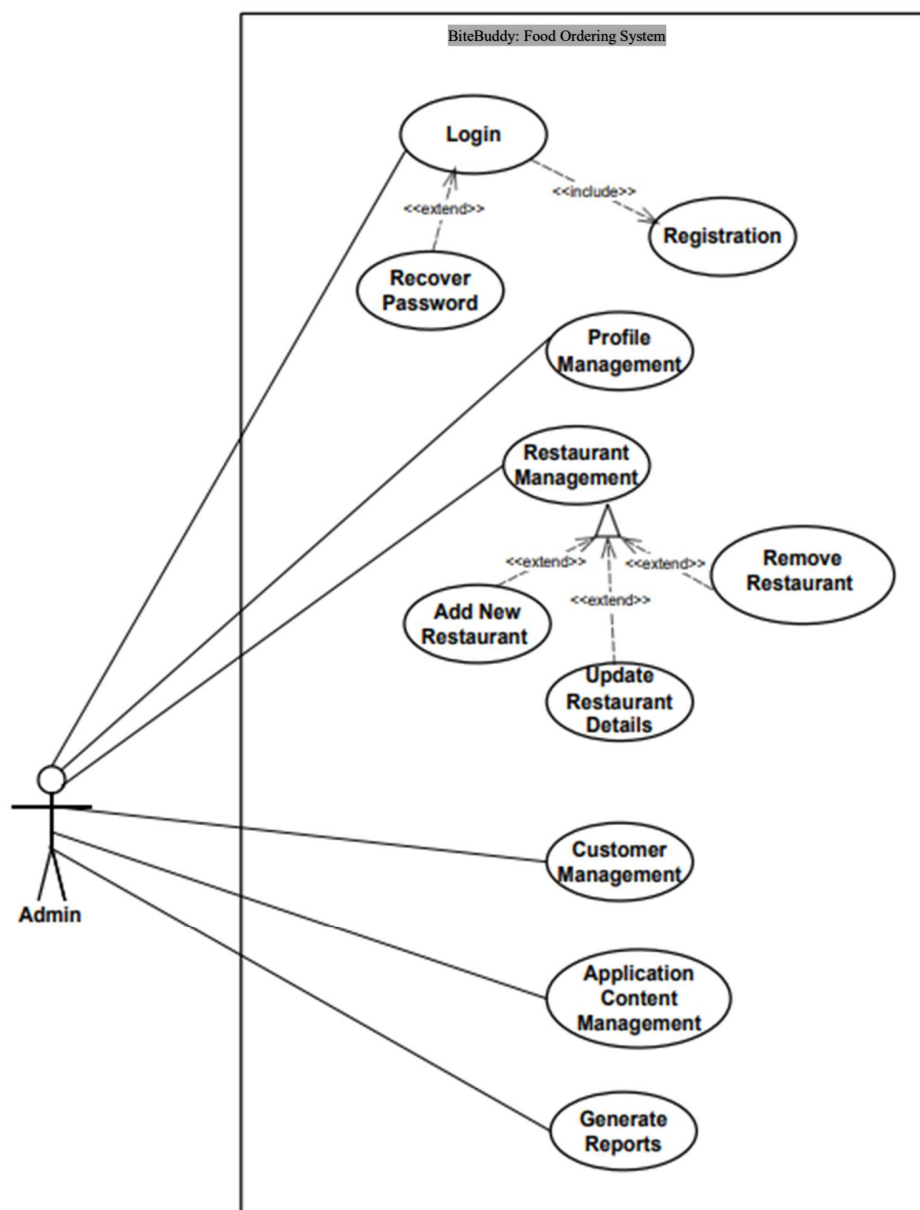
Usecase Diagram of Restaurant Owner:
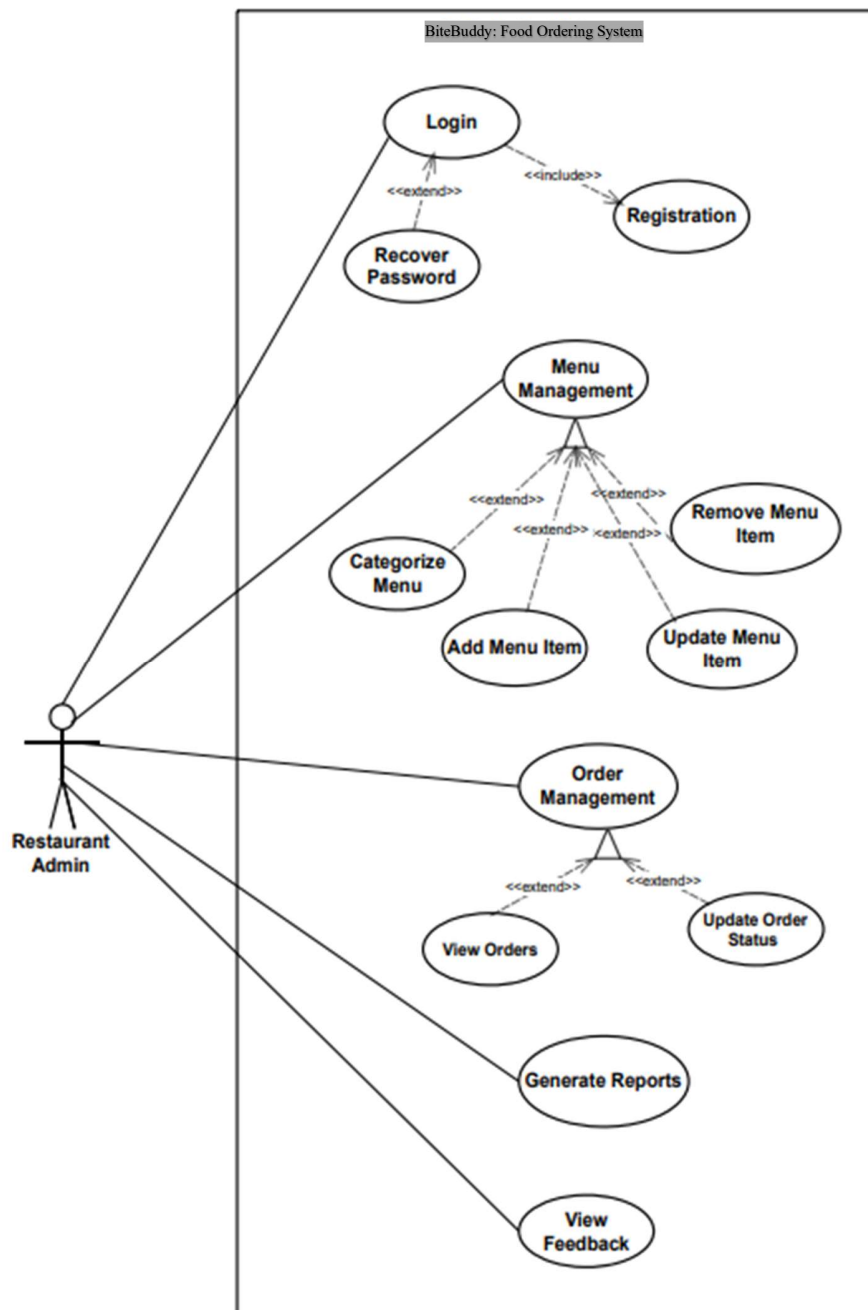
Usecase Diagram of Customer:

BiteBuddy: Food Ordering System

Login

<<include>>

Registration

<<extend>>

Recover Password

Profile Management

Menu Browsing

<<extend>>

<<extend>>

View List of Restaurant

Browse Restaurant Menu by Categories

Visitor

Search Dishes

Cart Management

<<extend>>

<<extend>>

<<extend>>

Select Dish

Add Dish to Cart

View and Modify Cart

Place Order

Generate Bill

Give Feedback
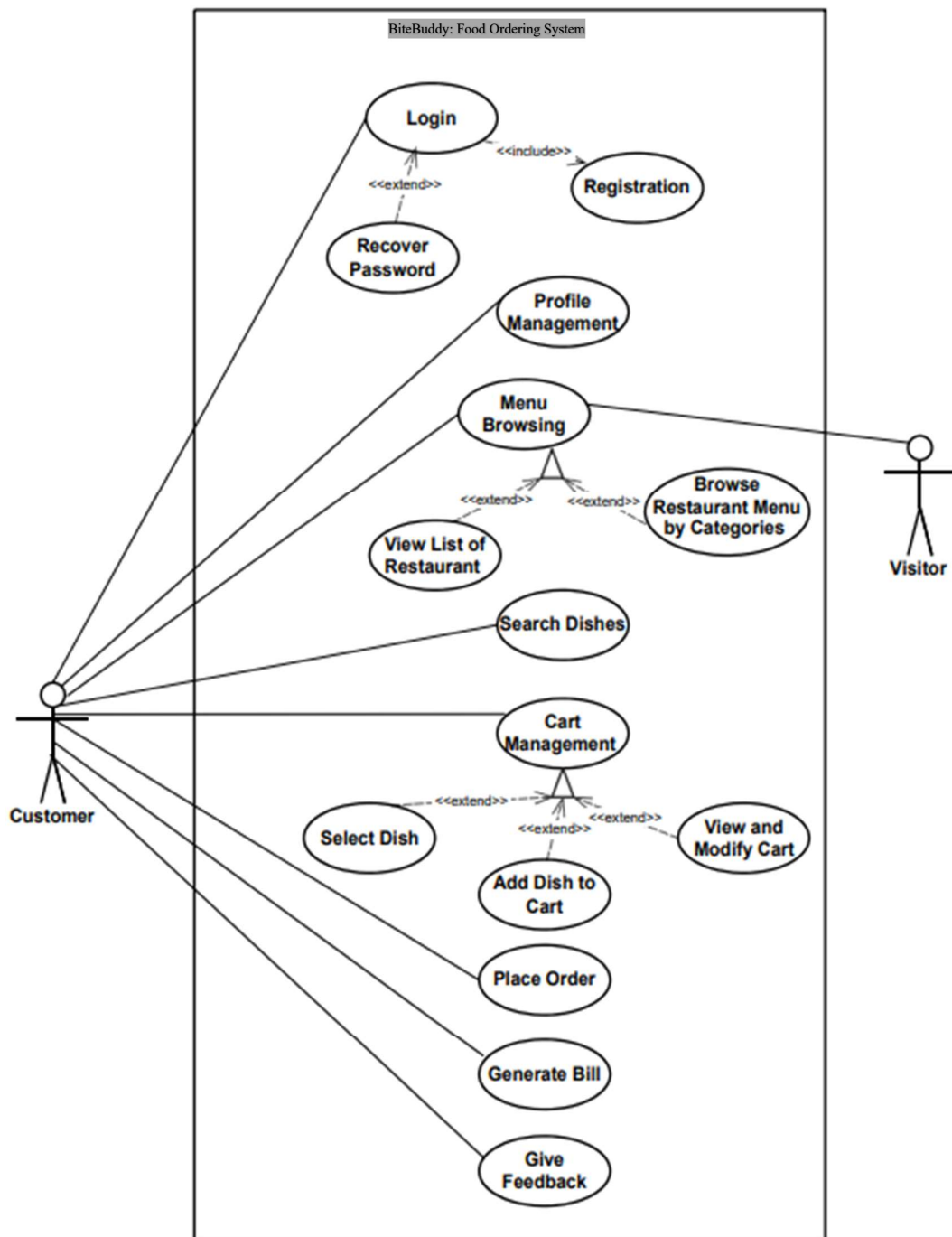
Customer

Activity Diagram of Admin:
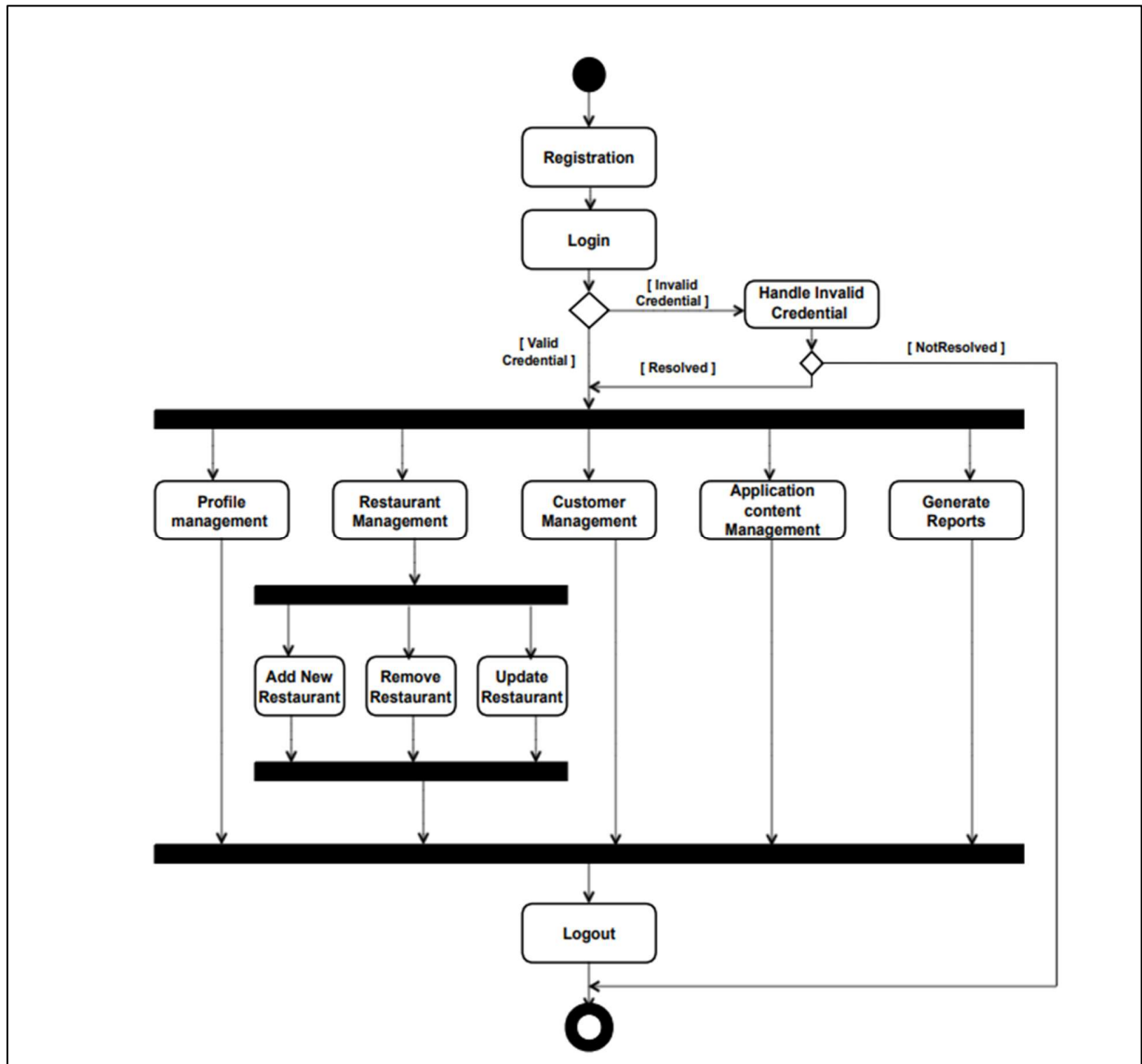
Activity Diagram of Restaurant Owner:
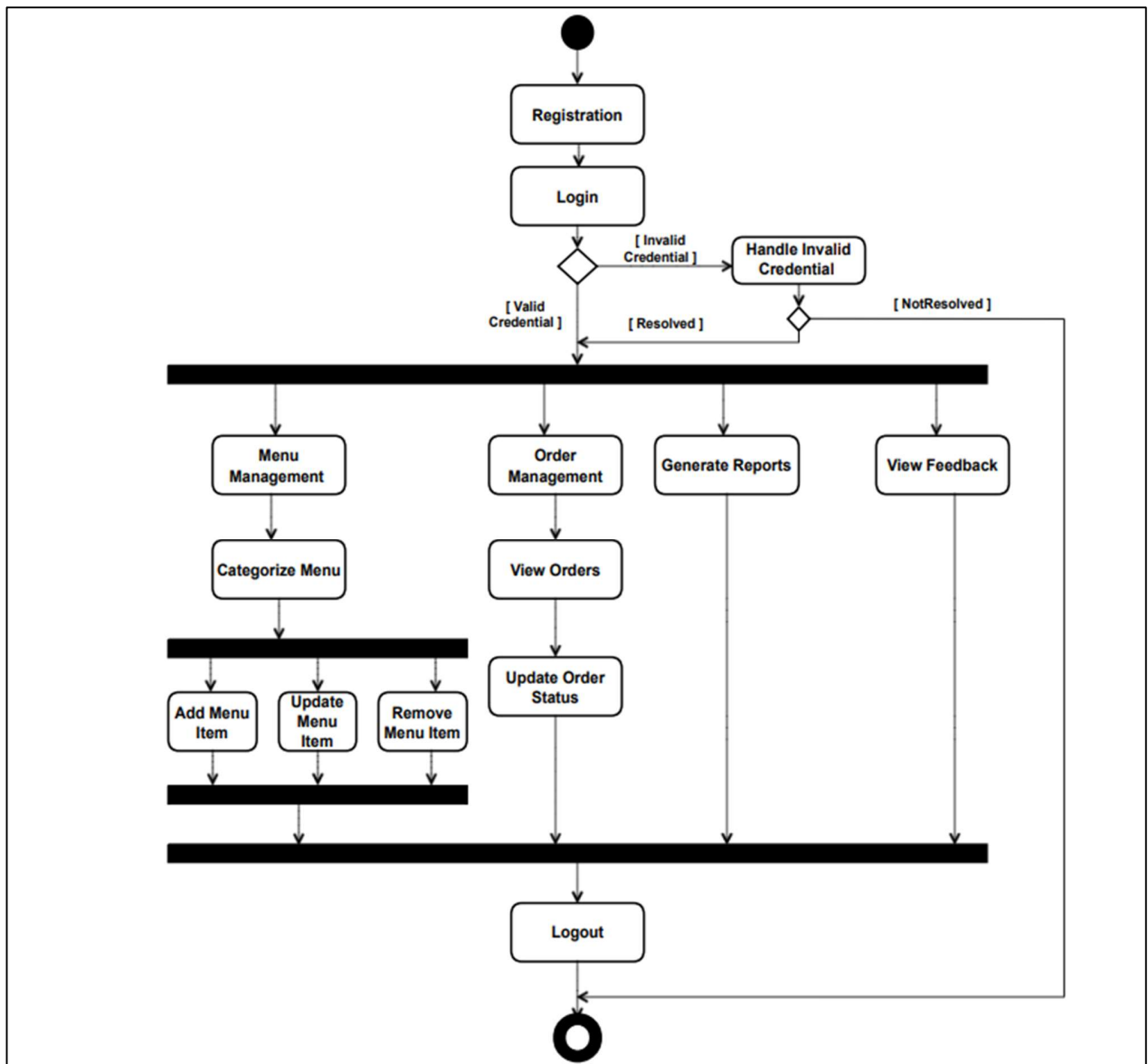
Activity Diagram of Customer:
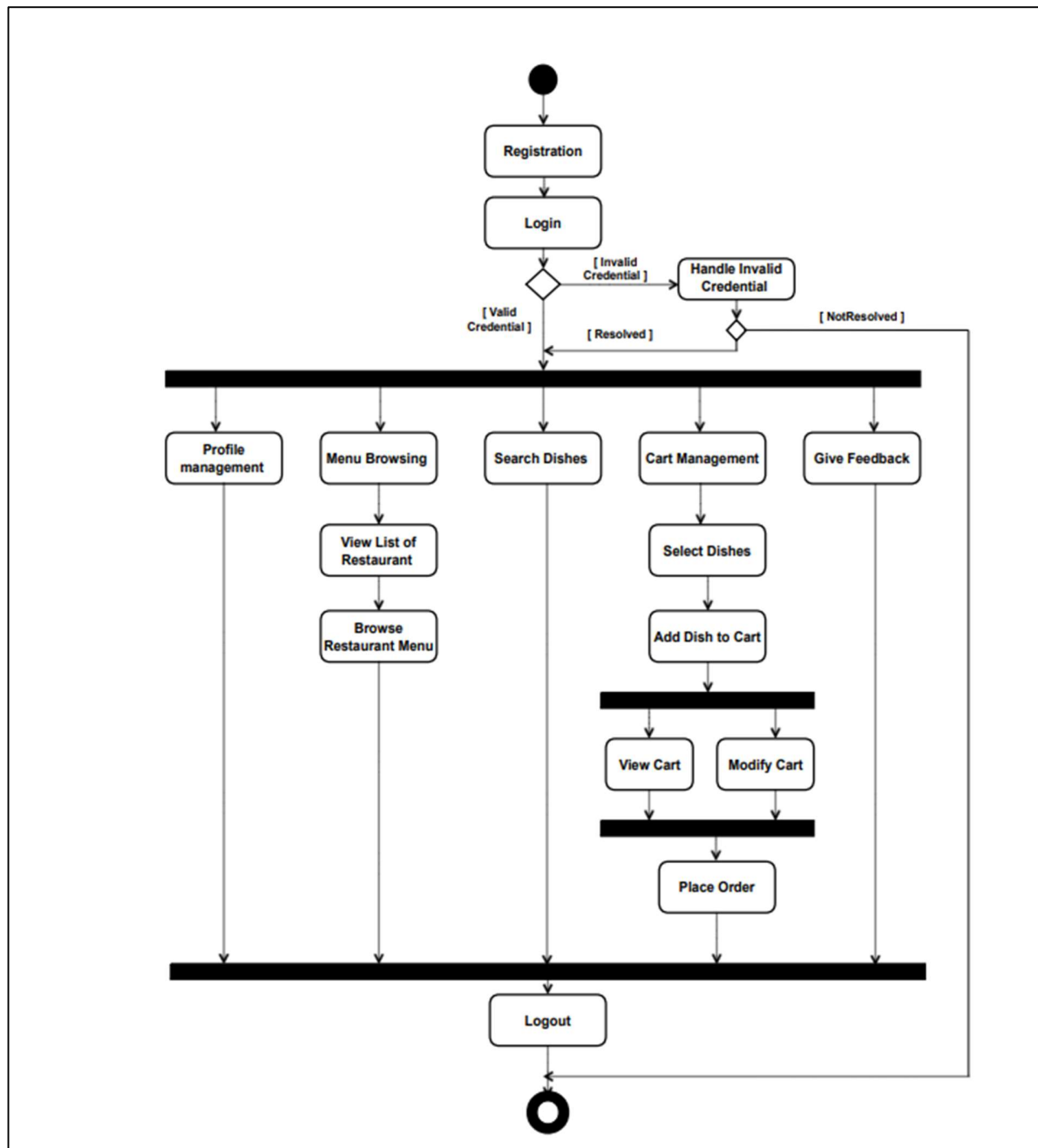
Class Diagram:
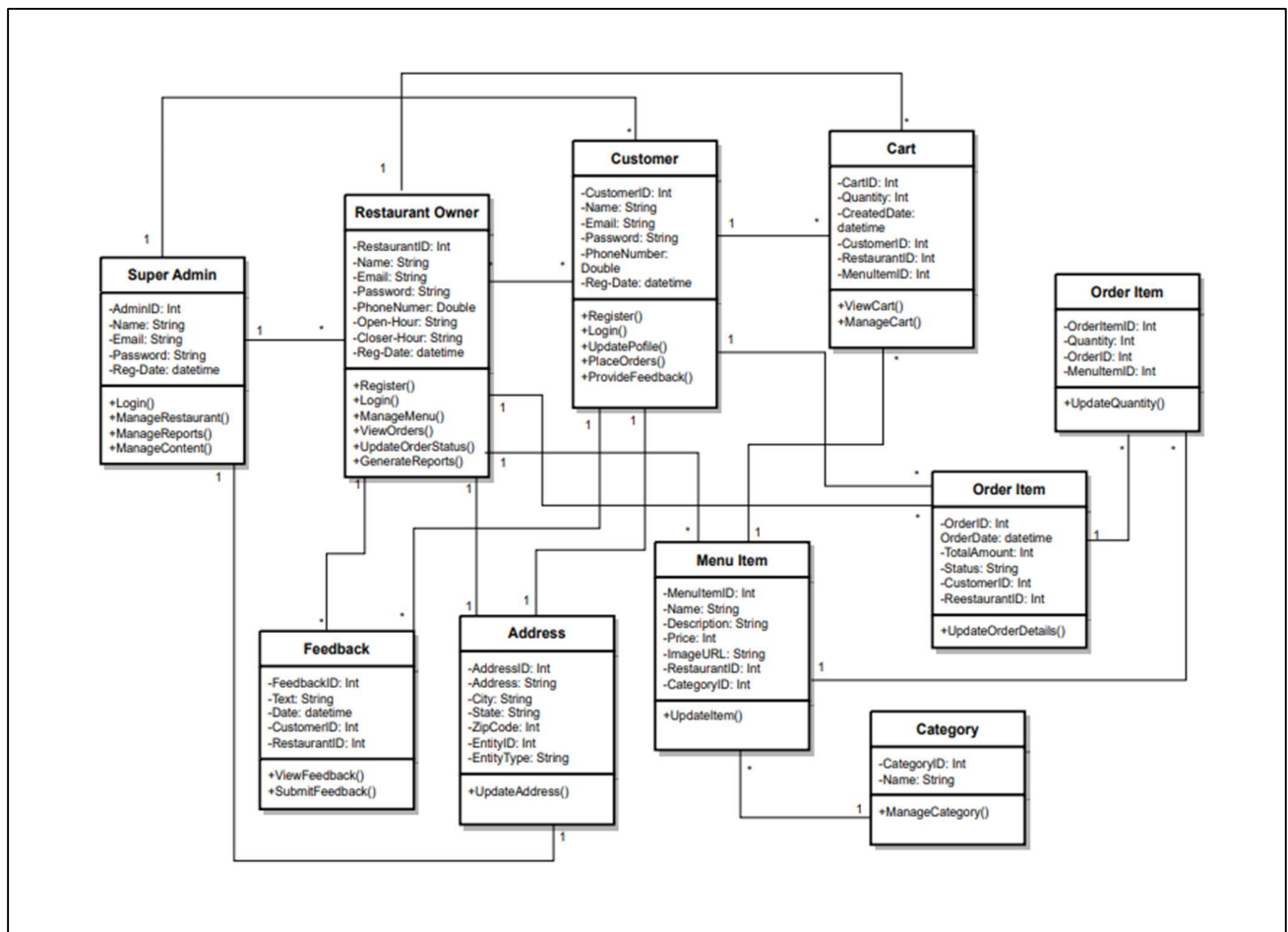
SYSTEM DESIGN

Data Dictionary:

1. Customer Table:

Purpose: Stores information about customers.

Field	Data Type	Constraints
CustomerID	int	Primary key, Auto Increment
Name	varchar(30)	Not null
Email	varchar(255)	Not null
PhoneNumber	varchar(10)	Not null
Password	varchar(255)	Not null
RegisterDate	datetime	DEFAULT GETDATE()

2. Admin Table:

Purpose: Stores information about the admin who manages the system.

Field	Data Type	Constraints
AdminID	int	Primary key, Auto increment
Name	varchar(30)	Not null
Email	varchar(255)	Not null
Password	varchar(255)	Not null
RegisterDate	datetime	DEFAULT GETDATE()

3. Restaurant Table

Purpose: Holds details of registered restaurants.

Field	Data Type	Constraints
RestaurantID	int	Primary key, Auto increment
Name	varchar(100)	Not null
Email	varchar(255)	Not null
Password	varchar(255)	Not null
PhoneNumber	varchar(10)	Not null
Open_Hour	varchar(20)	Not null
Close_Hour	varchar(20)	Not null

4. Address Table

Purpose: Stores address-related information.

Field	Data Type	Constraints
AddressID	int	Primary key, Auto increment
Address	varchar(100)	Not null
City	varchar(50)	Not null
State	varchar(50)	Not null
ZipCode	varchar(6)	Not null
EntityID	int	Not null
EntityType	varchar(10)	Not null

5. Category Table

Purpose: Categorize the menu items.

Field	Data Type	Constraints
CategoryID	int	Primary key, Auto increment
Name	varchar(50)	Not null
CreationDate	datetime	DEFAULT GETDATE()

6. MenuItem Table

Purpose: Lists menu items offered by each restaurant.

Field	Data Type	Constraints
MenuItemID	int	Primary key, Auto increment
RestaurantID	int	Foreign Key references RestaurantID of Restaurant table
CategoryID	int	Foreign Key references CategoryID of Category table
Name	varchar(100)	Not null
Description	varchar(200)	
Price	int	Not null
ImageURL	varchar(200)	Not null
IsAvailable	bit	Not null

7. CustomerOrder Table

Purpose: Records orders placed by customers.

Field	Data Type	Constraints
OrderID	int	Primary key, Auto increment
CustomerID	int	Foreign Key references CustomerID of Customer table
RestaurantID	int	Foreign Key references RestaurantID of Restaurant table
OrderDate	datetime	Not null
TotalAmount	int	Not null
Status	varchar(50)	Current status of the order (preparing, delivered).
PaymentStatus	Varchar(50)	Not null
PaymentMode	Varchar(50)	Not null
OrderNumber	Varchar(30)	Not null
AddressID	int	Foreign Key references AddressID of Address table

8. OrderItem Table

Purpose: Details the items included in each order.

Field	Data Type	Constraints
OrderItemID	int	Primary key, Auto increment
OrderID	int	Foreign Key references OrderID of CustomerOrder table
MenuItemID	int	Foreign Key references MenuItemID of MenuItem table
Quantity	int	Not null

9. Cart Table

Purpose: Manages shopping carts for customers.

Field	Data Type	Constraints
CartID	int	Primary key, Auto increment
CustomerID	int	Foreign Key references CustomerID of Customer table
RestaurantID	int	Foreign Key references RestaurantID of Restaurant table
MenuItemID	int	Foreign Key references MenuItemID of MenuItem table
Quantity	int	Not null
CreatedDate	datetime	DEFAULT GETDATE()
IsCheckOut	bit	Not null
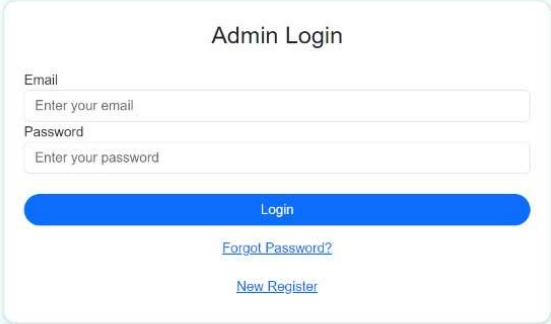
10.Feedback Table

Purpose: Store feedback provided by customers about restaurants.

Field	Data Type	Constraints
FeedbackID	int	Primary key, Auto increment
CustomerID	int	Foreign Key references CustomerID of Customer table
RestaurantID	int	Foreign Key references RestaurantID of Restaurant table
FeedbackText	varchar(255)	Not null
Rating	int	Not null
FeedbackDate	datetime	Not null
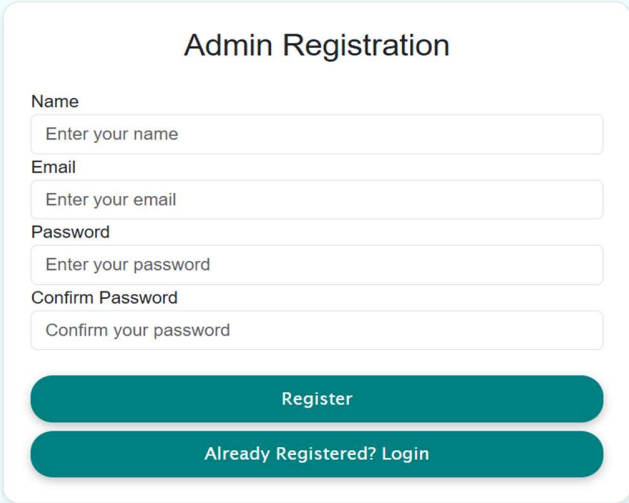
Screen Layouts:

Admin Login:

Admin Registration Page:

Admin Dashboard:

Search Restaurant by Admin:

All Customer's Details:

BiteBuddy   Profile   Logout

Dashboard	**All Customers**				
All Customers					
All Restaurants	**Customer ID**	**Name**	**Email**	**Phone Number**	**Register Date**
Add Restaurant	1	Jenny	jenny12@gmail.com	9686957548	09-15-2024
Manage Category	2	Dipa Patel	dipa23@gmail.com	8362425178	09-28-2024
All Orders	3	Ami Bhatt	ami33@yahoo.com	7985698477	09-28-2024
Monthly Sales Report					
Restaurant Sales Report					

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All Customer's Details:

BiteBuddy   Profile   Logout

Dashboard	**All Customers**				
All Customers					
All Restaurants	**Customer ID**	**Name**	**Email**	**Phone Number**	**Register Date**
Add Restaurant	1	Jenny	jenny12@gmail.com	9686957548	09-15-2024
Manage Category	2	Dipa Patel	dipa23@gmail.com	8362425178	09-28-2024
All Orders	3	Ami Bhatt	ami33@yahoo.com	7985698477	09-28-2024
Monthly Sales Report					
Restaurant Sales Report					

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All Restaurant Details:

BiteBuddy   Profile   Logout

| Dashboard |
| All Customers |
| All Restaurants |
| Add Restaurant |
| Manage Category |
| All Orders |
| Monthly Sales Report |
| Restaurant Sales Report |

All Restaurants

Search Restaurant: Filter by City:

[Search by Restaurant name]   [Search]   [All City]

ID	Name	Email	Phone Number	Open Hour	Close Hour	City	Actions
1	Navjivan Restaurant	navjivan12@gmail.com	9685798544	8:00 AM	11:00 PM	Nadiad	Edit Delete
2	The Avenue Restaurant	avenue12@gmail.com	8896587495	8:30 AM	11:30 PM	Nadiad	Edit Delete
6	The Grand Jyoti	thegrandjyoti35@gmail.com	9673915487	9:00 AM	3:30 PM	Nadiad	Edit Delete
7	Crescent Restaurant	crescent42@yahoo.com	7985489766	9:30 AM	11:00 PM	Anand	Edit Delete
8	Avkul Restaurant	avkul534@gmail.com	8965987433	8:00 AM	11:30 PM	Anand	Edit Delete

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Filter Out Restaurant By City:

BiteBuddy   Profile   Logout

| Dashboard |
| All Customers |
| All Restaurants |
| Add Restaurant |
| Manage Category |
| All Orders |
| Monthly Sales Report |
| Restaurant Sales Report |

All Restaurants

Search Restaurant: Filter by City:

[Search by Restaurant name]   [Search]   [Anand]

ID	Name	Email	Phone Number	Open Hour	Close Hour	City	Actions
7	Crescent Restaurant	crescent42@yahoo.com	7985489766	9:30 AM	11:00 PM	Anand	Edit Delete
8	Avkul Restaurant	avkul534@gmail.com	8965987433	8:00 AM	11:30 PM	Anand	Edit Delete

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View Order Details:

BiteBuddy   Profile   Logout

Dashboard

All Customers

All Restaurants

Add Restaurant

Manage Category

All Orders

Monthly Sales Report

Restaurant Sales Report

Order Details

Order Summary

Order ID: 2

Customer Name: Jenny

Restaurant Name: Navjivan Restaurant

Order Date: 09-15-2024

Total Amount: ₹ 200.00

Status: Pending

Order Items

Menu Item	Quantity	Price
Tomato Soup	2	₹ 100.00

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BiteBuddy   Profile   Logout

Dashboard

All Customers

All Restaurants

Add Restaurant

Manage Category

All Orders

Order Report

Total Amount: ₹ 200.00

Status: Pending

Order Items

Menu Item	Quantity	Price
Tomato Soup	2	₹ 100.00

Customer Contact Information

Address: Rang Society, Opp Shree Complex

Email: jenny12@gmail.com

Phone Number: 9686957548

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Admin Profile Updating:

BiteBuddy   Profile   Logout

Dashboard
All Customers
All Restaurants
Add Restaurant
Manage Category
All Orders
Monthly Sales Report
Restaurant Sales Report

Update Profile

Name:
| Tirtha Patel |

Email:
| tirtha12@gmail.com |

Current Password:
| |

New Password:
| |

Confirm Password:
| |

[Update Profile]

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Order Management:

BiteBuddy   Profile   Logout

Dashboard
All Customers
All Restaurants
Add Restaurant
Manage Category
All Orders
Monthly Sales Report
Restaurant Sales Report

All Orders

| Search Orders | | All Status | Search |

Order ID	Customer Name	Restaurant Name	Status	Total Amount	Order Date	Actions
2	Jenny	Navjivan Restaurant	Pending	₹ 200.00	09-15-2024	View
3	Jenny	The Grand Jyoti	Completed	₹ 540.00	09-21-2024	View

1

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Add Restaurant:

Category Management:

Admin Resgistration:

Restaurant Owner Sign Up:

Restauraant Owner Login:

Restaurant owner Dashboard:

All Menu:

Add Menu For Category: Dropdown:

All Orders:

Update Order Status: Status: Dropdown:

View Feedback:

Change Password:

Customer Home Page:

Customer Login page:

Customer Registration Page:

Browse Restaurant:

Explore Menu Items:

Manage Cart:

Select Delivery Address:

CheckOut Summary:
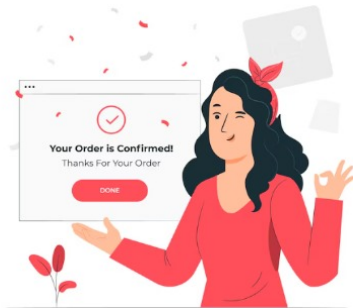
Order Confirmation:

BiteBuddy   Home   Restaurant   Order History   Feedback History   Cart (0)   Profile   Logout

Thank You for Your Order!

Your order has been placed successfully.

Order Details

Order Number	Customer Name	Restaurant Name	Total Amount	Order Date
ORD20241003002823568	Kim Lisa	Navjivan Restaurant	1139	03/10/2024

View Order History

Check Order History:

BiteBuddy   Home   Restaurant   Order History   Feedback History   Cart (0)   Profile   Logout

Order History

ORDER NUMBER	ORDER DATE	TOTAL AMOUNT	STATUS	VIEW
ORD-20240929-004	29/09/2024	1140	Completed	View
ORD-20240930-007	30/09/2024	780	Completed	View
ORD20241001235828450	01/10/2024	600	Pending	View
ORD20241002015906411	02/10/2024	200	Pending	View
ORD20241002020143147	02/10/2024	100	Pending	View
ORD20241002114137695	02/10/2024	600	Pending	View
ORD20241003002823568	03/10/2024	1139	Pending	View

Back to Home

View Particular Order Details:

Order Cancellation:

Provide Feedback:

View Feedback History:

Update Profile:

SYSTEM TESTING

Registration Page Test Cases: -

No.	Field	Scenario	Valid/Invalid	Expected Outcome	Result
1	Name	Blank	Invalid	Should not allow blank input	Fail
		1234	Invalid	Should not allow digits	Fail
		Admin Name	Valid	Should allow alphabetic characters and spaces	Pass
2	Email	Blank	Invalid	Should not allow blank input	Fail
		admin	Invalid	Should follow email format	Fail
		admin@domain.com	Valid	Should follow proper email format	Pass
3	Password	Blank	Invalid	Should not allow blank input	Fail
		admin	Invalid	Should be at least 6 characters long	Fail
		Admin@123	Valid	Should allow a combination of characters, numbers, and special characters	Pass
4	Confirm Password	Blank	Invalid	Should not allow blank input	Fail

		Mismatch with Password field	Invalid	Should show an error for mismatched passwords	Fail
		Match with Password field	Valid	Should match the Password field input	Pass
5	Register Button	Click without input	Invalid	Should show error messages for all empty or invalid fields	Fail
		Click with valid data	Valid	Should successfully register and redirect to the login page	Pass
6	Already Registered	Click with input	-	Should redirect to the login page with pre-filled email if any	

Login Page Test Cases:

No.	Field	Scenario	Valid/ Invalid	Expected Outcome	Result
1	Email	Blank	Invalid	Should not allow blank input	Fail
		owner	Invalid	Should follow email format	Fail
		owner@dom an	Invalid	Should follow email format with domain	Fail
		owner@dom an.com	Valid	Should follow proper email format	Pass
2	Password	Blank	Invalid	Should not allow blank input	Fail
		owner	Invalid	Should be at least 6 characters long	Fail
		Owner12	Invalid	Should include at least one special character	Fail
		Owner@123	Valid	Should allow a combination of characters, numbers,	Pass

				and special characters	
3	Login Button	Click without input	Invalid	Should show error messages for all empty or invalid fields	Fail
		Click with invalid email or password	Invalid	Should show an error message for incorrect credentials	Fail
		Click with valid email and password	Valid	Should log in successfully and redirect to the dashboard	Pass
4	Forgot Password Button	Click without any input	-	Should redirect to the "Forgot Password" page	
5	New Registration Button	Click without any input	-	Should redirect to the "New Registration" page	

FUTURE ENHANCEMENT

- **GPS System for Order Tracking**: Implement a GPS-based system that allows customers to track their orders in real-time from restaurant to delivery.
- **Multiple Restaurant Orders**: Enable customers to place a single order that includes items from multiple restaurants, allowing for a more flexible dining experience.
- **Voice-Activated Ordering**: Integrate a voice-based ordering feature, allowing users to place orders using voice commands for a hands-free experience.
- **Discount Offers**: Introduce various discount offers and promotional deals to enhance customer satisfaction and encourage repeat business.
- **Multi-Language Support**: Provide the application in multiple languages to cater to a broader audience, making it accessible to non-English speakers.
- **Subscription Plans with Points**: Implement subscription plans where customers can earn points with each order, which can be redeemed for discounts or special offers.
- **Recommendation System**: Develop a recommendation engine that suggests meals or restaurants based on customer preferences, past orders, and popular choices.
- **Meal Customization**: Allow customers to customize their meals by selecting ingredients, portion sizes, or dietary preferences for a more personalized dining experience.
- **Customer Support**: Offer a comprehensive help section or live support to assist customers with their queries, complaints, or issues.

BIBLIOGRAPHY/ REFERENCES

During the analysis and execution phase of the project, the following books were consulted.

➢ **Books Referred:**

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- ESSENTIAL ASP.NET WEB FORMS DEVELOPMENT- ROBERT E BEASLEY

➢ **Website Referred:**

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- https://chatgpt.com
- https://youtu.be/KIZqQgqYCIg?si=pGtag_a2aZp5avq-x
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